JOB TITLE: Strategic Services Coordinator
DEPARTMENT/DIVISION: City Manager’s Office
REPORTS TO: Director of Strategic Services

SUMMARY: Responsible for performing complex management analysis, research, and project and/or program coordination, development, and implementation in support of the Strategic Services department within the City Manager’s Office. The department oversees organization-wide strategic planning, performance measurements, policy documentation, organizational development, and the managed competition program. Work requires limited supervision and the use of independent judgment and discretion.

ESSENTIAL JOB FUNCTIONS:

- Participates in and supports the City’s managed competition and strategic planning program, which includes: benchmarking performance and cost measures to competitors in the public and private sectors; reviewing and analyzing departmental budgets and strategic plans submissions; participating in departmental and executive team competition reviews; participating in City Council work sessions and meetings as needed; responding to inquiries related to performance or efficiency needs, challenges, and/or opportunities; and/or, performing other related activities.
- Performs analysis activities related to performance or operational efficiencies, which includes: researching and analyzing operational, fiscal, and other data for applicable processes; conducting benchmarking research and analysis; conducting interviews and on-site operational observations; identifying and executing process improvements that result in measurable increases in value or efficiency; developing reports and making recommendations based on findings; reviewing and analyzing departmental performance management plans; and/or, performing other related activities.
- Coordinates performance management plan maintenance and reporting, which includes: ensuring timely and accurate submission of plans; preparing key indicator reports for the Executive team; developing performance metrics and indicators; reviewing, updating, and analyzing measures for consistency and applicability; and/or, performing other related activities.
- Coordinates and develops the City’s strategic culture program, which includes: coordinating and participating in employee recognition and workforce enrichment programs; empowering and providing opportunities for all levels of staff to drive positive change and provide value; identify strategic resources both internal and external to help others succeed; provide collaborative leadership to promote and encourage innovations or improvements that share resources, explore new ideas, or implement best practices that help employees to always be the best; and/or, performing other related activities.

Participates in a variety of special projects in support of City Manager and/or City Council
initiatives, which may include: analyzing vendor contracts; performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; providing the City Manager with accurate and timely information to support decision-making and policy direction; and/or, performing other related activities.

• Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:
• None

KNOWLEDGE, SKILLS, AND ABILITIES:
• Knowledge of local government operations and processes;
• Knowledge of management principles;
• Knowledge of research and analysis methods;
• Skilled in group facilitation and collaborative processes;
• Skilled in building consensus and gaining stakeholder support;
• Skilled in working effectively with a diversity of professionals, from skilled laborers to executives and elected officials;
• Skilled in working with large electronic documents;
• Skilled in reading and interpreting technical documents;
• Skilled in assessing cost efficiency and effectiveness of municipal operations;
• Skilled in conducting benchmark surveys;
• Skilled in conducting best practice research;
• Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines;
• Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
• Skilled in critical thinking and developing recommendations for complex resolutions from many resources and sometimes amid conflicting priorities;
• Skilled in preparing clear and concise reports;
• Skilled in providing customer service;
• Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals;
• Skilled in operating a computer and related software applications;
• Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:
• Bachelor’s Degree in General Business Administration or a related field.
• One year of experience in performance management, project coordination, process analysis, and/or conducting research.

PREFERENCES:
• Master’s Degree
• Bilingual in English and Spanish

WORKING CONDITIONS:
Managed Competition & Strategic Planning Coordinator
• Frequent sitting, talking, seeing, hearing, and manual dexterity.
• Occasional lifting and carrying up to 10 pounds.
• Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:
• Must pass pre-employment drug test.
• Must pass criminal history check.
• Must pass motor vehicle records check.